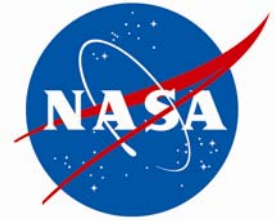


National Aeronautics and Space Administration



NASA SHARED SERVICES CENTER

Performance Awards Service Delivery Guide

NSSC-HR-SDG-0012
Revision: A
December 19, 2007

PRINTED DOCUMENTS MAY BE OBSOLETE; VALIDATE PRIOR TO USE.

RELEASED - Printed documents may be obsolete; validate prior to use.

Approved by

/s/ Kenneth L. Newton for
Joyce M. Short
Deputy Director

1/25/08
Date

Document History Log

Status (Basic/Revision/Cancelled)	Revision Date	Description of Change
Basic	06/26/06	Basic Release
Revision A	12/19/07	<ul style="list-style-type: none">• Changed process flow charts to take out all references to Ceremony Support• Updated flowcharts• Put document into template format

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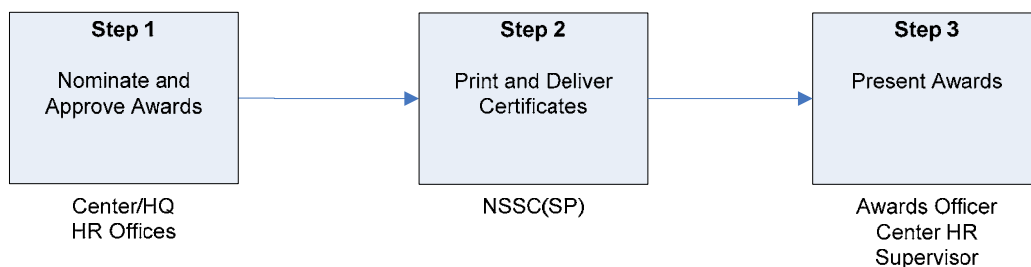
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Performance Awards

Introduction

The National Aeronautics and Space Administration (NASA) Shared Services Center (NSSC) is responsible for providing administrative support for NASA's Performance Awards. This includes annual Performance Awards, Superior Accomplishment Awards, Suggestion Awards, Quality Step Increases (QSI), Time Off, and On-the-Spot Awards. With the exception of Annual Performance and On-The-Spot Awards, the NSSC Service Provider (SP) is responsible for printing and delivering award certificates to the Centers/Headquarters (HQ), monitoring the NASA Automated Awards System (NAAS) to identify upcoming awards, and providing support for report queries that are not standard in the automated awards system.

Process – Performance Awards



Roles & Responsibilities

Roles and Responsibilities	Action	Tips
<p>Step 1</p> <p>Center/HQ Human Resources Offices</p> <p>Nominate and Approve Awards</p>	<p>For Annual Performance Awards, Center/HQ Human Resources (HR) Offices send notifications to organizations to submit nominations for performance awards. Nominating officials nominate employees through NAAS. The nominations go through the Center/HQ review process, which can include up to three (3) approval levels. The Center/HQ Awards Officer or Center HR Office reviews nominations through NAAS for adherence to guidelines and approves the awards. Once the award is approved, the nominator is sent an email confirming that the award was approved. NAAS then uploads award to the Federal Payroll/Personnel System (FPPS). If the award is a QSI, FPPS prints the SF 50, Notification of Personnel Action.</p> <p>Centers may open a window for submission of awards based on annual performance ratings; however no call letters are issued for any other performance based awards. These awards involve direct nominations into the NAAS as nominating officials determine that the award is warranted. Once these nominations are entered into NAAS, they follow the Center approval process.</p> <p>Output: Approved awards.</p>	<p>If the award is an On the Spot Award, the request should be completed and approved electronically within twenty-four (24) hours of the request.</p> <p>After Personnel Action Processing migrates to the NSSC during the 2nd quarter of Fiscal Year 2008, the NSSC will be responsible for resolving all data upload issues with FPPS.</p>

Roles and Responsibilities	Action	Tips
Step 2 NSSC(SP) Print and Deliver Certificates	NAAS notifies NSSC(SP) to print Superior Accomplishment, Suggestion, Time Off award certificates. NSSC(SP) prepares the certificates, places each certificate in a folder and sends them to the Center/HQ HR point of contact (POC). Output: Printed certificates and reports.	
Step 3 Awards Officer/Center Human Resources Supervisor Present Awards	The Center/HQ HR POC sends the awards to the Approving Official for signature and presentation as applicable. Output: Presented awards.	

Metrics

Initiating Office/Entity	Deliverable (Output)	Receiving Office/Entity	Metric
NSSC(SP)	Award Certificates	Center/HQ HR points of contact	Within five (5) days of receiving notification in NAAS.

System Components
Existing Systems

IT System Title	IT System Description	Access Requirements	IT System Interfaces
N/A			

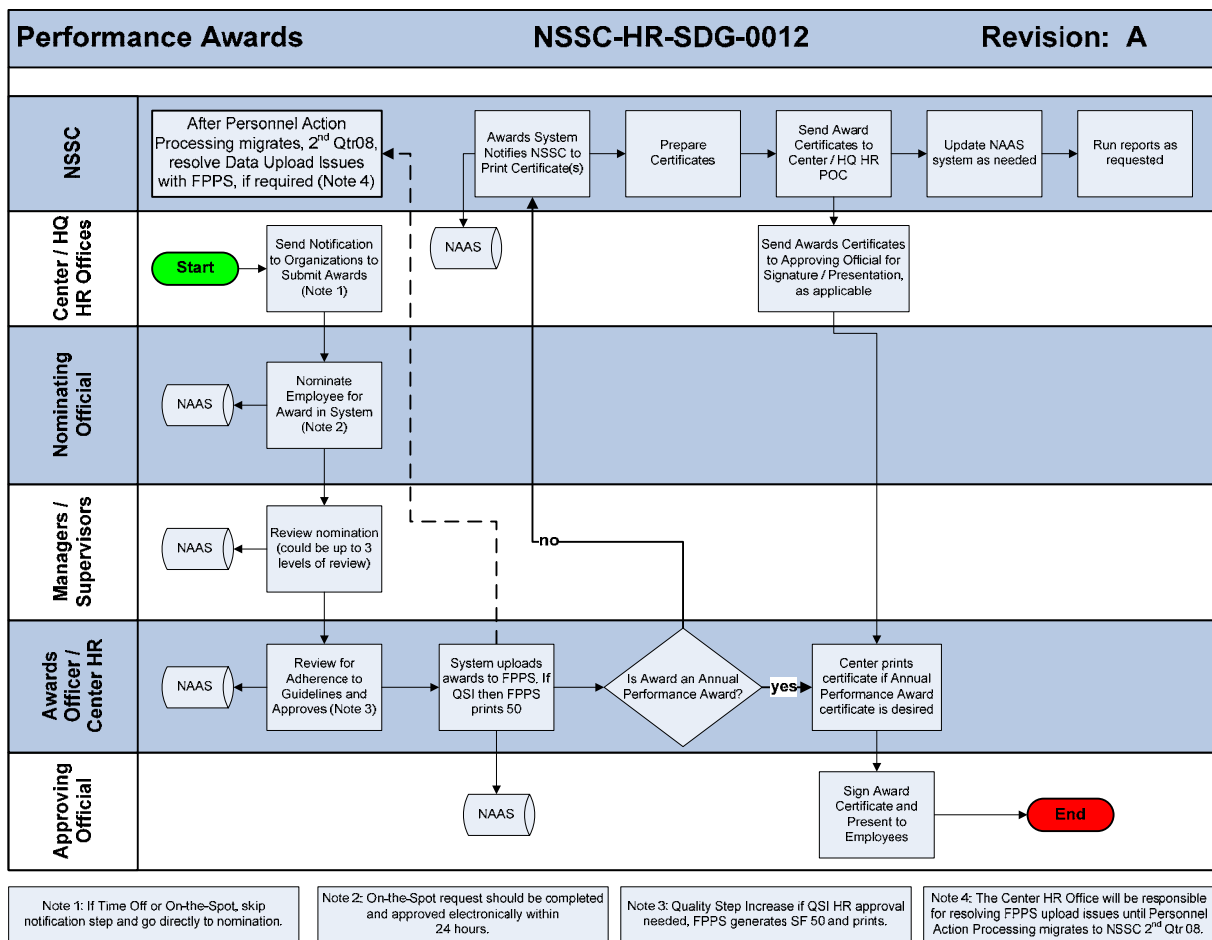
New Systems

Generic System Title	Business Requirements for System	Access Requirements	IT System Interfaces
NAAS	Awards nomination and tracking system.	WebTADS Account is used to validate access to NAAS.	NAAS interfaces with the NASA Organizational Profile System (NOPS) and FPPS to process monetary awards and to update civilian personnel roster.

Customer Contact Center Strategy

The NSSC Customer Contact Center Service Delivery Guide provides details regarding menu positioning, routing, and escalation of inquiries for this activity.

Cross Functional Flowchart



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